DEPARTMENT OF THE NAVY
BUREAU OF MEDICINE AND SURGERY
2300 E STREET NW
WASHINGTON DC 20372-5300

IN REPLY REFER TO
BUMEDINST 5230.14
BUMED-09D
18 May 1999

BUMED INSTRUCTION 5230.14

From: Chief, Bureau of Medicine and Surgery

Subj: STANDARDIZED ELECTRONIC MAIL (E-MAIL) ACCOUNTS FOR KEY COMMAND POSITIONS

Encl: (1) Standardized E-Mail Accounts for Key Command Positions

1. **Purpose**. To establish policy and procedures for creating and managing e-mail accounts for key command positions.

2. **Background**. E-mail has become a vital means of communication within Claimancy 18. Its many attributes allow users to use it for informal communications in place of telephone calls, or to transmit official correspondence with the same expectation for receipt and action previously accompanying more traditional means of information transfer. This increased role of e-mail requires standardized business rules and processes which ensure e-mail forwarded to generic e-mail accounts are received consistently by the intended people throughout the Claimancy.

3. **Action**. Activities shall establish business rules and policies locally for the generic e-mail accounts identified in enclosure (1), and maintain the link to these key positions as turnovers occur.
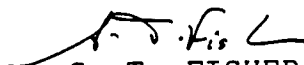
4. **Responsibilities**

   a. The Naval Medical Information Management Center (NAVMEDINFOMGMTCEN) shall maintain an e-mail directory service of all personnel with e-mail accounts in Claimancy 18 and the lists shown in enclosure (1). This directory includes the generic accounts for key organizational positions. NAVMEDINFOMGMTCEN will maintain reflectors (distribution lists) in the e-mail directory that enable users to send e-mail messages to groups of people with the same organizational positions, e.g., all commanding officers of naval dental centers, all deputy commanders of naval medical centers.

   b. The Deputy Surgeon General and Assistant Chiefs are responsible for establishing and maintaining other specialized e-mail group listings as necessary to facilitate the business of

Navy Medicine, e.g., a group list of all Medical Department flag officers, senior medical personnel assigned to Navy line, and United States Marine Corps commands.

c. Commanders, commanding officers, and officers in charge shall ensure the provisions of this instruction are followed. They shall ensure the creation of generic e-mail accounts for key command positions on local servers, and the forwarding of e-mail to the personal e-mail account of the person in the organizational position. This includes positions at subordinate commands. Within 96 hours of someone assuming a key position, the forward function shall be changed to reflect the current personal e-mail account. Activities that do not have the generic positions must identify the appropriate individual to receive generic e-mail addressed to the activity. Examples include organizations that may have combined the role of director of nursing services, director of clinical services, or director of community health. Commanders, commanding officers, and officers in charge shall direct questions concerning the use or maintenance of this system to the NAVMEDINFOMGMTCEN Help Desk at: (301) 319-1200, DSN 285-1200, or e-mail: helpdesk@med.navy.mil.

S. T. FISHER
Deputy

Distribution:
SNDL, 21A1   (CINCLANTFLT)
      21A2   (CINCPACFLT)
      21A3   (CINCUSNAVEUR)
      C28G   (BRDENCLINIC)
      C28H   (BRMEDCLINIC)
      C31D   (BRDENCLINIC)
      C31J   (BRMEDCLINIC)
      C31K   (NAVMEDADMINU)
      C34F   (NAVMEDCLINIC)
      C34G   (BRDENCLINIC)
      C4HH   (NAVAMBCARECEN)
      C52A   (HLTHCARE SUPPO DET)
      C52B   (NAVMEDLOGCOM DET)
      C52C   (NAVMEDRSCHCEN DET)
      C52D   (NSHS DET)
      C52E   (NAVOPMEDINST DET)

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Distribution:    (continued)
SNDL,  C52J      (NAVENVIRHLTHCEN DET)
       C58Q      (BRDENCLINIC)
       C58R      (BRMEDCLINIC)
       C85A      (BRMEDCLINIC)
       FA4       (NAVAMBCARECEN)
       FA47      (NAVHOSP)
       FA48      (NAVDENCEN)
       FB9       (NAVAMBCARECEN)
       FB58      (NAVHOSP)
       FB59      (NAVDENCEN)
       FB60      (NAVMEDCLINIC)
       FC16      (NAVMEDCLINICS LONDON)
       FC17      (NAVHOSP)
       FC18      (NAVDENCEN)
       FH4       (NAVMEDLOGCOM)
       FH5       (NAVAEROMEDRSCHLAB)
       FH7       (NAVMEDRSCHCEN)
       FH8       (NAVMEDRSCHU)
       FH13      (NAVHOSPCORPSCOL)
       FH15      (NAVENPVNTMEDU)
       FH16      (NAVDISVECTECOLCONCEN)
       FH18      (NAVOPMEDINST)
       FH20      (NAVHLTHRSCHCEN)
       FH21      (NAVOPHTHALSUPPTRACT)
       FH22      (NAVDENTALRSCHINSTITUTE)
       FH24      (NAVMEDINFOMGMTCEN)
       FH26      (NAVENVIRHLTHCEN)
       FH28      (NSHS)
       FH33      (NAVDRUGLAB)
       FH35      (FLEHOSPOTC)
       FH36      (HLTHCARE SUPPO)
       FH38      (MILMED SUPPO)
       FKM32     (FLEHOSPSUPPOFF)
       FT4       (NAVAMBCARECEN)
       FT108     (NAVHOSP)
       FW1       (NATNAVMEDCEN)
       FW2       (NATNAVDENCEN)
       FW3       (NAVMEDCLINIC)
       FW4       (NAVMEDCLINIC)
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Available at:
http://navymedicine.med.navy.mil/instructions/external/external.htm

STANDARDIZED E-MAIL ACCOUNTS FOR KEY COMMAND POSITIONS

1. <u>Generic Account Creation, Usage, and Naming Conventions</u>

    a. Each activity shall establish generic accounts for each of the positions existing at that activity listed in table 1. Activities that do not have these generic positions must ensure generic e-mail addressed to the activity is forwarded to the appropriate person.

Table 1. Generic Position Accounts

Administrative
Commanding Officer/Commander
Comptroller/Director for
  Resources
Director for Administration
Director of Ancillary Services
Director of Clinical Services
Director of Community Health
Director of Managed Care/
  TRICARE Operations
	Director of Medical Services
	Director of Nursing Services
	Director of Surgical Services
	Executive Officer/Deputy
	  Commander
	Head, Material Management
	  Department (MMD)
	Head, Management Information
	  Department (MID)
	Officer in Charge/Branch Head
	Senior Enlisted Leader/
	  Command Master Chief

    b. Generic e-mail accounts are created using a naming convention that consists of a position, command type, and location. Tables 2, 3, and 4 list the acceptable position, command types, and location entries, respectively.

Table 2. Acceptable Position Entries

admin	Administrative
co	Commanding Officer/Commander
comp	Comptroller/Director for Resources
das	Director of Ancillary Services
dch	Director of Community Health
dcs	Director of Clinical Services
dfa	Director for Administration
dmc	Director of Managed Care/TRICARE Operations
dms	Director of Medical Services
dns	Director of Nursing Services
dss	Director of Surgical Services
mmd	Head, MMD
mid	Head, MID
oic	Officer in Charge/Branch Head
cmc	Senior Enlisted Leader/Command Master Chief
xo	Executive Officer/Deputy Commander

Table 3. Acceptable Command Types

bumed	Bureau of Medicine and Surgery
dvecc	Navy Disease Vector Ecology and Control Center
fhotc	Fleet Hospital Operations and Training Command
fhso	Fleet Hospital Support Office
hso	Naval Healthcare Support Office
mmso	Military Medical Support Office
n931	Chief of Naval Operations (N931)
nacc	Naval Ambulatory Care Center
namrl	Naval Aerospace Medical Research Laboratory
ndc	Naval Dental Center
ndri	Naval Dental Research Institute
ndsl	Navy Drug Screening Laboratory
nehc	Navy Environmental Health Center
nepmu	Navy Environmental and Preventive Medicine Unit
nh	Naval Hospital
nhcs	Naval Hospital Corps School
nhrc	Naval Health Research Center
nmc	Naval Medical Center
nmcl	Naval Medical Clinic
nmimc	Naval Medical Information Management Center
nmlc	Naval Medical Logistics Command
nmrc	Naval Medical Research Center
nmru	Naval Medical Research Unit
nndc	National Naval Dental Center
nnmc	National Naval Medical Center
nomi	Naval Operational Medicine Institute
nostra	Naval Ophthalmic Support and Training Activity
nshs	Naval School of Health Sciences
nsmrl	Naval Submarine Medical Research Laboratory
pml	Program Management Logistics (PML) 500
tri	TRICARE Region
usuhs	Uniformed Services University of the Health Sciences

Table 4. Examples of Location Entries

29plms	Twentynine Palms
ala	Alameda
ann	Annapolis
bang	Bangor
beth	Bethesda
bft	Beaufort
brem	Bremerton
bumed	Bureau of Medicine and Surgery
cairo	Cairo
camplej	Camp Lejeune
camppen	Camp Pendleton
chasn	Charleston
chpt	Cherry Point
corpus	Corpus Christi
detrick	Fort Detrick
gitmo	Guantanamo Bay
glakes	Great Lakes
groton	Groton
guam	Guam
jak	Jakarta
jax	Jacksonville
kef	Keflavik
kbay	Kings Bay
lemoore	Lemoore
lon	London
naples	Naples
neworls	New Orleans
newport	Newport
nor	Norfolk
oakhar	Oak Harbor
oki	Okinawa
paris	Parris Island
pax	Patuxent River
pearl	Pearl Harbor
pensacola	Pensacola
porthue	Port Hueneme
portsnh	Portsmouth, NH
portsva	Portsmouth, VA
quan	Quantico
roosrds	Roosevelt Roads
rota	Rota
sdiego	San Diego

Table 4 (cont.) Examples of Location Entries

sig	Sigonella
yoko	Yokosuka
york	Yorktown

c. The naming convention for generic e-mail accounts is: position – command type – location @ local mail server domain name server (DNS) name. Example: The generic account for the Commanding Officer, Naval Hospital, Corpus Christi is: co-nh-corpus@cch10.med.navy.mil

d. The Administrative generic e-mail account is to create an electronic correspondence control point at each activity for receipt of official electronic mail.

e. Local e-mail administrators shall establish generic e-mail accounts for additional positions beyond those listed in table 1, as required.

f. Local e-mail administrators shall configure generic e-mail accounts to automatically forward incoming messages to the personal e-mail account of the person in that position.

g. When the principal account holder of a generic account is absent, activities must make provisions to have the account monitored for action items.

h. Local activities may wish to create generic e-mail accounts for key command positions at the branch medical clinics and branch dental clinics under their cognizance. These accounts will be created using the following standard naming conventions:

(1) For Branch Medical Clinics: position – bmcl – site name @ local mail server DNS name. The position should be taken from table 1. The site name should be unique. Include the name of the city where the clinic is located in the site name.

(2) For Branch Dental Clinics: position – bdcl – site name @ local mail server DNS name. The position should be taken from table 1. The site name should be unique. Include the name of the city where the clinic is located in the site name.

2. <u>Generic E-Mail Account Data Entry</u>

    a. Local e-mail administrators at activities that are running MS-Exchange for their e-mail server software will ensure each generic e-mail account entry contains the following minimum information:

        (1) Display Name: (full position name), (command type) (full location name), e.g., Commanding Officer, NAVHOSP Corpus Christi.

        (2) E-Mail Address: (full account address) e.g., co-nh-corpus@cch10.med.navy.mil

        (3) Rank: e.g., CAPT.

        (4) Title: e.g., Commanding Officer.

        (5) Telephone Numbers: (Commercial and DSN) e.g., (361) 939-2685, DSN 861-2685.

    b. Local e-mail administrators at activities that are running Post.Office for their e-mail server software will only be able to enter the display name and e-mail address when creating generic e-mail accounts. The Post.Office server will automatically notify NAVMEDINFOMGMTCEN when each generic e-mail account is created. A message requesting the missing information will automatically be sent to the local e-mail administrator. Local e-mail administrators are responsible for sending a reply to the message that includes the missing information. NAVMEDINFOMGMTCEN will then update the Claimancy 18 e-mail directory to include the additional information.

    c. Under no circumstances shall the generic e-mail address field correspond to an e-mail address assigned to a personal e-mail account.

3. <u>Aliases for Generic E-Mail Accounts</u>

    a. Generic e-mail accounts for the positions listed in table 1 shall be assigned an alias.

    b. Local e-mail administrators at activities that are operating Post.Office e-mail servers do not need to enter aliases for generic e-mail accounts. NAVMEDINFOMGMTCEN will

automatically generate and apply the aliases for these accounts. The automatic alias creation process assumes the generic accounts were created using the naming convention described in paragraph 1c.

    c. Local e-mail administrators at activities that are using MS-Exchange e-mail servers will enter aliases for generic e-mail accounts using the following rules:

        (1) The general format for entering the alias is: (position) - (command type) - (location), e.g., co-nh-corpus.

        (2) Acceptable position entries, command types, and location entries are listed in tables 2 through 4.

        (3) Generic e-mail accounts may have been created on these servers for positions at branch medical clinics and branch dental clinics. Aliases for these accounts will be created using the following standard naming conventions:

            (a) For Branch Medical Clinics: position - bmcl - site name. The position name should be taken from table 1. The site name should be the same name selected when the account was created.

            (b) For Branch Dental Clinics: position - bdcl - site name. The position name should be taken from table 1. The site name should be the same name selected when the account was created.

4. <u>Reflector Construction</u>

    a. Reflectors make it easy for users to send e-mail to a group of people with a single entry in the message "To" field. NAVMEDINFOMGMTCEN will maintain reflector data bases for generic e-mail accounts and rely on correctly formatted account entries and aliases for proper use.

    b. The following reflectors are available for each personnel position listed in table 1 of enclosure (1):

        (1) <u>all - (position)</u>: Position holders at all activities (includes all groups listed in 4b(1) through 4b(6)).

        (2) <u>all - nh - (position)</u>: Position holders at all naval hospitals.

(3) all - nmc - (position): Position holders at all naval medical centers and National Naval Medical Center.

(4) all - ndc - (position): Position holders at all naval dental centers and National Naval Dental Center.

(5) all - hso - (position): Position holders at all naval healthcare support offices.

(6) all - oth - (position): Position holders at all other activities.

c. The following example shows the available reflectors for the comptroller/director for resources position. These reflectors can be duplicated for each position type listed in table 1 of enclosure (1).

(1) all-comp: All comptrollers/directors for resources (includes all listed in 4c(1) through 4c(6)).

(2) all-nh-comp: All naval hospital comptrollers/ directors for resources.

(3) all-nmc-comp: All naval medical center and National Naval Medical Center comptrollers/directors for resources.

(4) all-ndc-comp: All naval dental center and National Naval Dental Center comptrollers/directors for resources.

(5) all-hso-comp: All naval healthcare support office comptrollers/directors for resources.

(6) all-oth-comp: All comptrollers/directors for resources of commands not listed in 4c(1) through 4c(6).

d. Generic e-mail accounts created for positions at branch medical clinics and branch dental clinics will not be included in the central reflector data bases that are maintained by NAVMEDINFOMGMTCEN.

5. Sending E-Mail Using a Reflector or an Alias

a. To send e-mail to a group using a reflector, you must end the reflector name with "@med.navy.mil". Examples include:

(1) <u>all-nh-xo@med.navy.mil</u>: To send to all naval
hospital executive officers.

(2) <u>all-ndc-dfa@med.navy.mil</u>: To send to all naval
dental center directors for administration.

b. To send e-mail to the generic e-mail account assigned to
a specific individual position, you must use the same format
rules as above:

(1) <u>comp-nh-brem@med.navy.mil</u>: To send to the
Comptroller of Naval Hospital, Bremerton, WA.

(2) <u>dss-nnmc-beth@med.navy.mil</u>: To send to the Director
of Surgical Services at National Naval Medical Center, Bethesda.